

September 2002

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/03/02	Not know that yesterday VRS was closing due to holiday without know.	09/03/02	Explained that there has information about holiday on usavrs.com to find HELP/VRS info but he suggested that we should put info under the schedule so he can notice it before call to VRS/Told him I will inform about this matter
09/03/02	No video of interpreter.	09/03/02	Expressed our apology. Transferred to a different video interpreter.
09/03/02	User expressed concerns regarding video interpreter. Poor reception of user's fingerspelling.	09/03/02	Had VIM talk with VI about the listed item.
09/03/02	No video of interpreter. It is likely that VI does not know how to receive video.	09/03/02	Transferred to new VRS agent with apology. Video between customer and customer service was good. Explanation on possible reason that VI may not follow procedure for establishing video connection give. Correction already made.
09/03/02	No video of video interpreter.	09/03/02	Video between customer and customer service was good. Explanation on possible reason for no video on VI side was given and transferred to other VI was made successfully.
09/04/02	VI transferred customer due to being unable to see.	09/04/03	Explanation of reasons for connection problems was given. Customer was satisfied. Transferred back to VI.
09/04/02	Customer says there are not enough available stations.	09/04/02	Referred to management to be reviewed for expansion of more VRS interpreters.
09/05/02	User said TVIS is fine but when using usavrs.com, the video is not clear. User is concerned about the operating hours of VRS.	09/05/02	Sent email using canned phrases regarding the business hours of VRS and factors that affect video performance.
09/05/02	No video of VRS agents. Error message states: the agents did not accepted a call.	09/05/02	First agent was busy with another call so transferred to different VI successfully.
09/05/02	VRS agent did not accept a call.	09/05/02	First VI was busy with call so transferred to different VI successfully.
09/05/02	VI transferred customer due to being unable to see, but customer could see his picture very clearly.	09/05/02	Video between customer and customer service was good. Explanation of possible reason for not establishing video connection was given. Transferred back to VI successfully.

09/06/02	VI transferred customer due to being unable to see.	09/06/02	Explanation of reasons for connection problems was given. Customer was satisfied. Transferred back to VI.
09/06/02	VI transferred but we can see each other and the picture clearly.	09/06/02	Explanation on reasons for connection problem was given. Customer was satisfied and transferred back to VI.
09/08/02	Customer expressed concerns about customer service. The customer didn't want to be transferred to customer service because of "superficial" help and constantly being referred to the website for help instead of receiving "meaningful" instruction.	09/11/02	More training on different technical issues / problems were provided to CSR's to increase knowledge of technology so they can provide quality assistance to customers.
09/09/02	VI transferred to me but we can see each of us.	09/09/02	Explanation on reasons for connection problem was given. Customer was satisfied.
09/09/02	VI transferred customer but we can see each other fine.	09/09/02	Video between customer and customer service was fine. Could be VI's not following procedure of establishing video connection transferred back to VI successfully made.
09/09/02	Customer transferred to customer service in error.	09/09/02	Video between customer and customer service was good so transfer back to VI was made.
09/09/02	Customer wanted to report that he saw a partial conversation being interpreted IP. Tried to get VI's attention VI never acknowledged customer. He hung up and called back still seeing the VI and conversation being interpreted.	09/09/02	Separated the ISDN and IP station.
09/09/02	This caller has tried for many weeks to connect but his frame rate is slow and video is pixilated beyond comprehension. He needs more help that in traffic congestion. Seemingly poor service form customer service.	09/09/02	Referred problem of pixilated video to IT dept and solutions were given to customer service to give to customer with similar problem.
09/12/02	No video interpreter.	09/12/02	Video between the customer and customer service was good so explanation was given of reasons for no video on VI side. Customer was satisfied. Tried to transfer but could not so suggested customer try again.
09/12/02	VI transferred to me due to no picture but we can see each of us.	09/12/03	Explanation was given on reason for no video on VI side. Customer was satisfied and successfully transferred back to VI was made.
09/13/02	VI transferred to because they could not see him.	09/13/02	Explanation on reasons for connection problems was given. Customer was satisfied and transferred back to VI.
09/15/02	No video of interpreter.	09/16/02	Video was fine between customer service and customer so explanation was given for reason an no video on VI side. Customer was satisfied.

09/16/02	No video of interpreter.	09/16/02	Transferred back to the next available interpreter with apologies
09/16/02	Poor video quality	09/16/02	Explained video settings in NetMeeting. Explained what kind of webcam is required. Quickcam express is not a cod sensor.
09/16/02	This VRS agent's IP did not accept the call.	09/16/02	Customer did disable audio mode and successful transfer to different VI was made.
09/16/02	VI transferred to but we can see each other.	09/16/02	Explanation on reasons for connection problems was given. Customer was satisfied transferred back to VI.
09/17/02	Asked why our ils.usavrs.com is down	09/17/02	Explained that we are working on the problem with apologies
09/17/02	VI transferred customer due to no picture but we can see each other. He suggested to add address book on front of VI and his screen so he can give VI another contact to person after chat.	09/17/02	Suggestion on adding of address book was brought up to IT dept for possible improvement of website. Explanation of no video connection on VI side was given. Customer was satisfied and transferred back to VI successfully.
09/17/02	VI transferred customer due to no picture but we can see each of us / question is his video quality good.	09/17/02	Explanation of possible reasons for no video on VI side was given and customer was satisfied. Successful transfer was made.
09/17/02	Customer tried to log in on csdvrs.com but unable to access.	09/17/03	Log in problems was brought up to IT dept's attention and resolved. Followed up with customer to inform him that it is taken care of.
09/17/02	VI transferred customer due to being unable to see.		Explanation of reasons for connection problems was given. Customer was satisfied. Transferred back to VI.
09/17/02	VI transferred customer due to no picture but we can see each other. He suggested		
09/18/02	Customer transferred for no reason.	09/18/02	Video was fine and explanation was given. Customer was satisfied.
09/19/02	Said his hearing person informed him that he heard a guy speak to VI while VI had customers near the end of chat.	09/19/02	Not possible to do specific follow up. Discussion with all VIM's about VI talking on calls.
09/19/02	Can't see either of us/ he said that net meeting and envision was not working.	09/19/02	The issues of video connection through netmeeting and envision were addressed. Customer service continued to monitor to ensure video quality.
09/20/02	VI can't see him so transferred to but we can see each other.	09/20/02	Explanation on video connection problem was given and customer was satisfied.
09/20/02	VI transferred customer but can each of us. Said he received a message that said THE OTHER PARTIES DIDN'T ACCEPT YOUR CALL.	09/20/02	Agent was busy on line so explanation was given. Customer was satisfied and contacted VRS again.

09/23/02	Customer called VRS and agent could not read customer's signing and still struggled. Customer requested changing of interpreter but agent got upset and mentioned she was fluent in ASL and that customer hang up and go to different agent.	09/23/02	Had VIM talk with VI about the listed item.
09/24/02	VI transferred customer because they could not see the customer.	09/24/02	Explanation was given on reason for video connection problem. Customer was satisfied and was transferred back.
09/25/02	Customer did not understand why we were not connected. We did not see each other in the video.	09/25/02	System was not working correctly. Explained our system difficulties. Had to restart the computer. Explained the possible reasons for connection difficulties. Customer was satisfied.
09/27/02	VI transferred customer due to no picture.	09/27/02	Explanation on reason for video connection problem was given. Customer was satisfied and transferred back to VI.
09/20/03	VI can't see her so transferred but we can see each other.	09/20/03	Explanation of reasons for connection problems was given. Customer was satisfied. Transferred back to VI.

October 2002

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/01/02	VI transferred to me due to no picture but we can see of us	10/01/02	Transferred back to VI. Explanation for reason for connection problem was given. Customer was satisfied and transferred back to VI
10/01/02	Show customer about VRS, said that VI was disconnected??	10/01/02	Referred to IT support, and the correction was made. Customer was satisfied.
10/02/02	Said that she tried to contact VRS but it was said DISCONNECT???	10/02/02	Explained her that VRS systems were down but now system is up
10/02/02	Said when he login and had been waiting for VI to be available for 7-10 minutes	10/02/02	Will report to someone about this matter, apology to him. Looked at the schedule and data to see where increases were necessary
10/02/02	VI transferred to me due to no picture but we can see each of us	10/02/02	Explanation on reason for connection problem was given. Customer was satisfied, and transferred back to VI
10/04/02	Audio quality was insufficient. Trying to do a demo but hearing callers cannot understand interpreter.	10/04/02	Informed technician station is having audio problems. Referred to IT support and correction was made. Customer is aware of this.
10/07/02	Caller upset that VI didn't follow instructions. The caller attempted to give instructions to VI, but VI wouldn't pay attention. VI kept putting caller on hold. Caller was not pleased with VI's attitude. Caller wants to emphasize that this is a general ongoing issue and not a complaint towards any specific VI.	10/07/02	A VCO memo went out to all centers, stressing the importance of practicing VCO calls during downtime.
10/09/02	VRS agent wears white blouse/shirt. Inappropriate color for dress code.	10/09/02	Advised user that we will report this matter the appropriate person. Passed on to VI for follow-up with VI. Also discussed with all VI's about clothing and smock usage.
10/11/02	She doesn't understand why VI transferred to me? Said that VI told her that VI had to change to another VI	10/11/02	Told customer to try to connect to VI again. It is possible that connection problem was happening. Customer was satisfied, transferred back to VI
10/11/02	Caller complained about quality of signing by VI as well as complained that our center was not technically equipped right.	10/11/02	VI thanked the caller for the feedback, talked to the VI. Trouble ticket submitted on video quality.
10/14/02	Call transferred to customer service. It appears to me that VRS agent could not see our user.	10/14/02	Transferred back to VRS agent with apology. Explanation on reason for connection problem was given, customer was satisfied and transferred back to VI.

10/14/02	VRS disconnected several times	10/14/02	Transferred to the available VRS agent with apologies. Customer was satisfied and transferred back to VI
10/16/02	Caller was very upset that he could not be transferred to a Texas VI. Caller was uncomfortable with signs used by out of state VI's and feels it is his right as a deaf person to be able to request a TX VI. He is dissatisfied and would like to be contacted via email about this matter.	10/16/02	Calls are routed to next available interpreter. This way calls are not transferred for different reasons.
10/17/02	Customer states poor video quality.	10/17/03	Advised that user adjust bandwidth and video settings in NetMeeting.
10/17/02	Failed to establish a call, due to system breakdown on our part.	10/17/02	Unavailable connection to customer due to lack of information from customer.
10/18/02	VI transferred to me due to no picture but we can see each of us	10/18/02	Explanation on reason for video connection problem was given. Customer was satisfied and transferred back to VI.
10/18/02	Call transferred to us for no particular reason	10/18/02	Explanation of reason for video connection problem was given. Customer was satisfied and transferred back to VI.
10/21/02	Said that VI from Colorado but not caught VI's number that he was not right color shirt, man is lighted skin with light color shirt that she has hard to see VI.	10/21/02	Will report to appropriate person about this matter, discussion with all VIM's about the use of appropriate clothing or smocks
10/23/02	The client was not happy with one of our video interpreters. Bad attitude	10/23/02	Asked if we could get the VRS agent number. Advised her to obtain the agent number next time she experiences frustrations. Expressed our apologies
10/24/02	No interpreter available.	10/24/03	attempted to transfer the call to the next available interpreter to no success.
10/24/02	No interpreter was available. Asked about Spanish service. Suggested that the operating hours for Spanish service should be from 9am to 8pm in Pacific time Saturday and Sunday.	10/24/02	Attempted to transfer the call to the next available interpreter to no success. Looked at Spanish Service expansion in near future. Customer was satisfied.
10/29/02	Our video interpreter was not available. This call was transferred to Customer Service	10/29/02	Transferred back to the next available interpreter with apologies.
10/30/02	Poor video, very angry saying VRS wasted their time.	10/30/02	Explained that network congestion might be the problem. Suggested that user reboot the system and expressed our apologies.
10/30/02	VI transferred to me but we can see each of us	10/30/02	Transferred back to VI. Explanation for reason for connection problem was given. Customer was satisfied and transferred back to VI

10/30/02	VRS user expressed concerns about VRS agent. Bad attitude She said VRS agent had a hard time catching their signs.	10/30/02	Explained possible factors for our VRS agent's bad attitude. Inappropriate background and lighting. Passed on to VI for follow up
10/31/02	VI transferred me but we can see each of us/ Envision user	10/31/02	Transferred back to VI. Explanation for reason for connection problem was given. Customer was satisfied and transferred back to VI

November 2002

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/01/02	Requests CSD moves lighting in the stations. Would appreciate a call from a representative to explain where lights are set in the station.	11/01/02	QA staff contacted customer, and discussed those options and explained about our expansion plans. Will correct the problem by discussing with VRS operations. Customer was satisfied.
11/01/02	VI was asking for information prior to placing the call and not quality skills	11/01/02	Passed on to CO VIM for follow-up with VI
11/01/02	VI transferred to me but we can see each of us	11/01/02	Explanation of reason for connection problems was given. Customer was satisfied and transferred back to VI
11/04/02	Customer said that VI did not understand his fingerspelling. Asked to switch to another VI. Second VI took over the call and processed it.	11/04/02	Second VI told first VI about the complaint and will refer it to PSLI because second VI is liaison between CSD and PSLI. I completed this form and submitted it to supervisors.
11/04/02	VI didn't follow what customer told him, don't announce relay but he did.	11/04/02	Passed on to VIM for follow-up with VI
11/05/02	Said that one of Colorado's VI's contacted her on Sept 28, he had hard time to get her understand what he signed, repeat several times, he want her to transfer different but she said that can't do.	11/05/02	Passed on to VIM's in CO and TX for follow-up with those VI's
11/07/02	Said that he has been trying to contact Spanish VI and wait response for 4 times in 40 min??	11/07/02	I tested and had been waiting for over 7 minutes so I informed him that I will check with someone about this matter. Spanish services are offered on a limited basis, due to the number of interpreters with those skills
11/07/02	User was not happy with sprint relay online. User said they always got a message saying that our VRS agent is not available.	11/07/02	Referred to manager to inform Sprint about the issue.
11/08/02	Said that he had trouble with line disconnected while talked with VRS since yesterday.	11/08/02	We have sent information to customer about the problems. Have not heard from them. Seems that they are satisfied.
11/08/02	Problem with VI, he can't keep u p with his conversation, he kept asking him repeat and repeat.	11/08/02	Sent to VIM for follow-up with VI
11/08/02	Said that VI had switched different VI while he talked with business in the middle, he didn't like because he had to explain over with different VI.	11/08/02	I informed him that I will refer to appropriate department for review. Discussed switching with VIM's, making sure that switches are done at the appropriate times

11/13/02	Customer complained about VI's signing to other people just off-screen while the calls are on hold	11/13/02	Explained to him that this is sometimes necessary in a call center environment, due to managers and floaters asking if the VI needs switching, and other management-related communication. He understood, and said he has no problems with it, except that he wishes it to be kept to a minimum and explained to the caller, so that they don't become suspicious
11/13/02	Video quality was blurry and frozen sometime/ he has tech with him/learned that told him that he has too many program on his taskbar cause problem, need to delete as many as he can. Said that VI very unprofessional. VI won't tell him what sign mean. His employee can hear background noise and chat	11/13/02	Passed on to the appropriate VIM's for follow-up with the listed VI's
11/13/02	Consumer shared concerns about VI's not being professional toward consumers. Specified examples such as not listening, rudeness, not following instructions, etc.	11/13/02	Completed this form and submitted it to supervisors. Passed on to operations team, making sure instructions are being followed in a professional manner.
11/18/02	Was concerned about BRS agent's sign skills	11/18/02	Without VI number, it will be difficult for specific follow-up
11/21/02	Called tom complain about the switching of VRS agents during the call.	11/21/02	Discussed with VIM's about the timing of switches.
11/27/02	VI transferred to me but we can see each of us	11/27/02	Explanation of reason for connection problems was given. Customer was satisfied and transferred back to VI

December 2002

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/02/02	Asked why VRS failed to get connected.	12/02/02	Explained that it was possible that our VRS agents were busy. Advised user to redial. Expressed our apologies. Explanation of reason for connection problems was given. Customer was satisfied.
12/06/02	VI transferred to me due to blurry but we can see good.	12/06/02	Suggest to contact VRS again to see if work fine. Explanation on reason for connection problem was given. Customer was satisfied and will try to connect to VRS later
12/09/02	VI transferred due to no picture but we can see each of us	12/09/02	Explanation on reason for connection problem was given. Customer was satisfied and will try to connect to VRS later
12/10/02	Voice caller called in on the voice line and asked to speak with a supervisor. He had received a cal earlier this morning and he was irate. He asked the caller if he could call back since he was busy and he says the VI told him 'do you hang up on everybody?'. He was highly insulted and wants the VI to apologize. But he did not get the VI's number. I told him that we may not be able to track the VI without a number but I would try. I have checked our call logs here and no one has called that number.	12/10/02	Without VI number it is difficult to follow-up. Discussion with all VI's about VI approach on the phones.
12/10/02	VRS not open late enough for California users	12/10/02	Referred to VRS operations. Explored possibilities to expand VRS hours depending on the demand for VRS. Customer understood.
12/11/02	Consumer said the interpreter was laughing at him, when confronted the VI said she wasn't laughing.	12/11/02	Passed on to VI for follow-up with VI
12/11/02	Called to test video. Informed that their telephone company helped resolve the bandwidth issue asked about Spanish Service available for the weekend.	12/11/02	Video improved. Will forward user's request to upper management for review. Informed customer that we are looking for expanding Spanish Services near future. Customer was satisfied.
12/12/02	Customer informed us that our VRS agents didn't accept his call. It has happened several times lately	12/12/02	Explained that our VRS agents may be busy or in a call with someone else. Advised user to remember the IP address to which the call is connected and then report to us for corrections. Expressed our apologies

12/20/02	Asked why our VRS agents were unavailable.	12/20/02	Explained to customer that due to high call volume all VRS agents were busy. Expressed our apologies.
12/23/02	Customer said that he called 866 to VI and gave the IP address to call someone but VI from Minnesota knew nothing how to do process to contact deaf person on NetMeeting but he missed VI's number, said she spoke too fast.	12/23/02	Reported to supervisor - reviewed inbound audio to outbound video procedures with VI's for follow-up
12/26/02	Said that city of San Antonio is wanting phone number to talk with tech support as their systems aren't connecting to TX VRS, need to have IT	12/26/02	Referred to VRS support for Tier 2
12/30/02	VI transferred due to no picture but we can see each of us	12/30/02	Explanation on reason for connection problem was given. Customer was satisfied and will try to connect to VRS later
12/31/02	Customer asked why there was no Spanish service available.	12/31/02	Explained that all Spanish VRS agents are busy. Advised user to keep trying. Expressed our apologies.

January 2003

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/07/03	Asked why the call was disconnected in the middle of the call.	01/07/03	Explained that it happens due to the server problem.
01/09/03	Not happy with VI, poor interpreter	01/09/03	VI remembers that the caller was a very slow signer and she didn't feel comfortable voicing at such a slow pace which is why she waited until the caller completed a sentence. There was also time when the VI stopped to ask for clarification. Customer accepted this explanation
01/10/03	Disconnected from Vi shortly after connected.	01/10/03	We will look at the technical components to make sure it does not happen again.
01/13/03	Caller complained of VI agents signing skills. Unable to read ASL or interpret. Needs more training. Caller is aware of VRS policies in Minneapolis and Austin and weren't following policy.	01/13/03	VI had a subsequent call with this caller which the AIC observed. No complaints on behalf of the caller. VI completed the call seamlessly following all procedures.
01/14/03	Called and said that Spanish Service is unavailable.	01/14/03	Explained that our Spanish VRS agents are busy or not available. Advised user to hang up and try again at a later time. Expressed our apologies. We haven't heard from customer, assume that they are satisfied.
01/15/03	Explained us about dark skin VI don't use dark color shirt because hard to see interpreter	01/15/03	Discussion with all VI's about the appropriate use of clothing and smocks. Told all VI's
01/16/03	Called to inform us that 877 calls do not work. Customer said service does not accept relay calls.	01/16/03	Followed up with customer about checking with their phone company to see why it won't work. Customer was satisfied.
01/17/03	Wondered if VI has private room or open room? She noticed someone standing by VI's side. How do she report to about VI's quality?	01/17/03	Explained that VI has private room or divider. Possibly a boss or trainer watching VI? We addressed the confidentiality issue with the VI's and they are aware of this.
01/21/03	Contacted the Spanish interpreter and waited for interpreter to appear for hour so give up	01/21/03	Spanish services are limited due to the number of interpreters with those skills.
01/24/03	Caller reported that VI disconnected the call prior to dialing.	01/24/03	Since the VI was not working on the day the customer said, the caller may have been referring to another day. Without that information supervisor cannot follow up. I will make sure to have a conversation with this VI to see what happened.
01/24/03	Said that the new design VRS website has missed or blank link somewhere.	01/24/03	Supervisor told VRS support and it was fixed

01/24/03	Said that he has problem with IRS office that they don't accept calls with VRS, tried 4 times and they told him that they preferred to have him use Federal Relay service. So he want us to teach them about VRS.	01/24/03	Explained policy imposed by FRS is for all federal employee to use FRS products. We will document this and communicate with FRS for training purposes.
01/28/03	VI didn't follow customer instructions. The he explained them before called to his work, he told them press'0' when VI heard answering machine, it will transfer to he appropriate but VI's didn't so he tell them repeat till finally they got it.	01/28/03	Discussed with all VI's to have them look for customer instructions
01/29/03	Concern about available hours for Spanish Services. Wanted Saturday and Sunday hours available	01/29/03	We have already expanded from Monday to Friday from 12-8 pm Central

February 2003

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/04/02	Customer said they told VI to press F8 for MAC user 3 times but still unable to get picture.	02/04/02	VIM followed up with the VI's on this issue.
02/07/02	User said they were aware of our 24/7 VRS service but asked why was unavailable at 8am. Also said that the image of our VRS agent is not correct. User noticed that the VRS agent's face is strongly yellow.	02/07/02	Explained that it is possible that our VRS agents are busy. Also explained that the lighting on our end is not appropriate will fix this problem W/o specific location identifier hard to follow up. Test calls were made to check the lighting.
02/10/02	Complaint that VI did not have a good attitude when she used vco to call her daughter. sometimes she has a hard time speaking correctly so she wants the VI to speak to her daughter a few words but VI would not do this for her and said that VI is mute but previous VI did speak to daughter a few words when customer had a hard time speaking.	02/10/03	Apologized to the customer and coached VI on processing vco calls.
02/12/02	User said they were upset while on a conversation via VRS. They were told to hang up. The call was terminated by VRS agent.	02/12/02	Asked user if they remembered the VRS agent number. Without VI number it is difficult to follow up. Discussed with all VIM's about this topic in general.
02/14/02	Customer wondered why they could not contact usaVRS.com when it fine this morning.	02/14/02	Followed up with VRS support and found out the server was down at this time. IT is back up again.
02/18/02	Customer concerned about the problem regarding the greetings. Said our VRS agent does not see the greeting that pops up on the screen.	02/18/02	Advised customer that we are fixing the problem. Brought it up to VRS support and improvement was made.
02/19/02	Customer asked why the call was disconnected.	02/19/02	Customer was able to connect with VRS and was satisfied.
02/19/02	Customer called to inform us that they were not satisfied with our VRS agent. Said there were no facial expressions and poor sing skills.	02/19/03	VI caching took place.
02/20/02	Customers says they could see the VI but the VI had trouble seeing them. Also wanted to know why there was no Spanish interpreter.	02/20/02	Explained that the reason for the trouble was the call was disconnected. Also we explained about hours of Spanish service and the customer understood.
02/20/02	VI transferred customer due to no picture but we can see each other fine.	02/20/02	Suggested to her to try to contact VI again. Customer is able to access VRS after trying again.
02/21/02	Customer said that he gave hearing person VI phone# and explained to tell the VI to find name is ils.usaVRS.com. He tried to tell VI but VI told him he needed the IP #.	02/21/02	Explained that VI is suppose to contact him thru ILS so make sure to have VI# so we can train VI about ILS. Suggested he give hearing both ILS and IP # just in case. Referred for further training issues with VI.

02/24/02	Customer informed us that they were not happy with VRS agent. Said the agent's face and signs were cold. Was not helpful in explaining the call when the agent interpreted the message from the answering service.	02/24/02	Vim followed up with the VI.
02/24/02	Called to inform us that during the call VCO user was disconnected from our VRS agent even though they were still in a call with their hearing party.	02/24/02	Followed up with all VIM's for follow up with all VI's about vco procedures.
02/25/02	Customer said that she had been waiting for VI so long and then pop up said that no party accepted.	02/25/02	Explained to her that one center is closed due to a storm. There were not enough VI's.
02/25/02	Customer said she had been waiting for a VI for 20 minutes.	02/25/02	Due to outages during storms there were not enough VI's. Staffing temporarily reduced.
02/25/02	Customer wanted to know why the Spanish interpreter disconnected.	02/25/02	Center where Spanish service is provided was closed due to severe storm.
02/25/02	The VI was rude and hung up on customer before they were done making calls.	02/25/02	Vim followed up with the VI.
02/27/02	Customer called and was concerned about ISDN service. User said when they were in a call they could hear another conversation coming from another VRS agent.	02/27/02	Followed up with all VIM's to watch the volumes on each of the centers.
02/03/03	Customer was not happy with one VRS agent. Communication misunderstanding.	02/03/03	Asked customer for VRS agent number. User said they did not remember the number. Advised user to remember the number next time.
02/06/03	VI transferred customer due to frozen picture.	02/06/03	The customers picture was fine so I suggested that he try to contact VI again.
02/07/03	User said the server is down. Was unable to access VRS.	02/07/03	Explained that it is a temporary problem. Advised user to try again.
02/11/03	VI transferred customer due to no picture but we can see each other fine.	02/11/03	Explained she should move webcam on the top of the computer so VI could see her signing better and to try to contact VRS again.
02/12/03	Customer said they could see the VI but the VI could not see him.	02/12/03	Suggested he try to contact VI again and if the problem persists then to contact us.
02/12/03	Customer said that the VI can't see her but she can see them.	02/12/03	Suggested that she try to contact VI again. Sometimes this happens where there is no picture but otherwise there is no problem.
02/20/03	Said that he had trouble with Spanish VI disconnecting.	02/20/03	Test contact to Spanish VI and it connected fine so suggested that he try to contact VI again.
02/21/03	User was unable to access VRS account due to invalid username and password.	02/21/03	Sent email that our server is down and is currently being fixed.
02/21/03	User was unable to access VRS site.	02/21/03	Sent email explaining that our server is down and is now being fixed.
02/21/03	Said that he was unable to login to VRS.	02/21/03	Explained that our system was down but now should be ok.

02/21/03	Unable to connect to VRS.	02/21/03	Explained that our system was down but is now up and should be fine.
02/21/03	Customer unable to log in.	02/21/03	Used TTY to contact him that our server was down for a short while and we are up now. He checked the website and said it was working now.
02/21/03	Unable to access website.	02/21/03	Used VRS to contact him that our server was down for a short while and we are up now.
02/21/03	Customer unable to log in.	02/21/03	Used VRS to contact her but left message on answering machine that our server was down for a short while and we are up now.
02/27/03	The call was transferred from VRS agent to CS due to no video.	02/27/03	Video was present. Advised user to hang up and redial.
02/27/03	Called to test video and asked why Spanish service was not available.	02/27/03	Advised user to adjust the settings for NetMeeting. Advised user to reduce or disable audio in NetMeeting.
02/28/03	User unable to use isdn network.	02/28/03	Called via TTY advised to reboot the system. If the problem persists send email and we will fwd this matter to the appropriate person.

March 2003

Date of Comp.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/04/03	VI did not announce VRS to caller. Call became very confused for both of us. Today I placed a similar call with another VI, and she asked for person by name then announced service. Call was very smooth.	03/04/03	Caller asked that appropriate staff be notified for training. I thanked the caller for his feedback and for using VRS. Passed on to VIM for follow up with the VI in question.
03/04/03	Said that VI's don't use greeting that he has selected (No explanation of VRS) they always go ahead and explain VRS.	03/04/03	Sent on to technical support as this is a concern that has been brought up before. Also instructed VI's to watch for caller instructions.
03/04/03	Said that he contact VI, if group VI from Seattle, he usual hang up and retry to contact different VI who is not from Seattle since but last 3 days that VI hang up often when he called VI, he think that he felt that VI has no right to hang up by VI because they notice his profile.	03/04/03	Discussion with all VIM's about the issue in general, that VI's are not allowed to hang up on any caller.
03/04/03	Was concerned about one VRS agent's background is inappropriate. Too dark.	03/04/03	Asked if user could tell me the VRS agent number. She said she will let me know the next time. Made test calls to make sure that lighting and camera settings are right.
03/10/03	The VI was not professional in conduct. The VI seemed to be very frustrated with me, and it was obvious through her facial expressions. I will not e using that interpreter again!	03/10/03	Customer requested that he be contacted by email regarding the complaint. Customer service to follow up with the customer VIM to follow up with the VI.
03/10/03	VI seemed rushed to make my call. I wanted to check the video quality and lighting before the call was placed. VI should have waited until I asked the call to be processed. Caller explained this to the VI who apologized.	03/10/03	Passed on to VIM for follow-up with the VI.
03/14/03	VI was awfully attitude and rude (sic). When VI was lack of communication. Not totally accept her attitude.	03/14/03	Kept email returned to me and said undeliverable, tried 3 times but no luck. Apparently email address was not correct/not able to reach customer.
03/16/03	Customer wanted to make an 800 regional call. After several attempts, VI offered to use Directory Assistance to get the direct number. Customer declined and requested that this problem be reported and documented.	03/16/03	Passed on to technical support, as this is a shortcoming on our end.
03/18/03	Complaining about Spanish interpreter being unavailable	03/18/03	Not an issue of interpreter being unavailable; line for Spanish agent kept disconnecting. Brought issue up to VRS support for attention and fix was made.

03/19/03	Since upgrade video window is smaller with black border. Uncomfortable having smaller sign space.	03/19/03	Offered to transfer to customer service but caller said they were very knowledgeable about issue and knew it was the platform upgrade
03/19/03	Called to test video since user runs Envision. Also called and was concerned about the availability of VRS agents at midnight. Said he waited more than 20 minutes.	03/19/03	Due to demand staffing is busy at midnight. As demand grows so will staffing.
03/21/03	Minnesota VIM was asked to relay a message about VI. The consumer was angry about the skills of the VI. He said that the communication completely broke down and he had to remake the call with a different VI. He said the VI was not skilled enough in ASL to interpret the call.	03/21/03	Apologized for the breakdown and told the consumer that we would pass along his concerns. Passed on to VIM for follow-up with that VI.
03/23/03	Video caller said it made her angry when interpreter hung up on her. I explained that the caller's video disappeared or disconnected without the interpreter touching anything. Offered to process the call for her. She communicated through chat line as she couldn't bring up her video. Did not make call.	03/23/03	Passed on to VIM for follow-up with the VI.
03/24/03	Customer said they were unable to enter CSDVRS.	03/24/03	Explained to him that IT is working on it.
03/28/03	Customer asked why there is no agent available.	03/28/03	Advised user that we are having some technical difficulties.
03/31/03	Caller was in a VRI call. The VI caught this in the middle of the call. The VI said "hold, technical problems." Then the supervisor came in and started asking questions about VRI. Supervisor explained that we do not process these kind of calls. Caller understood (sort of) and was angry when the supervisor cut off the call. The caller expected to finish the call. Very angry about this policy. Caller did not get the VI's number but wanted to file a complaint. Thinks this policy applies to long calls but short calls should be fine. Doesn't like VI's policing calls.	03/31/03	VIM explained the policy again and told the caller his message would be passed along.

April 2003

Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/02/03	Said that some VI area background were not good color that he had a hard time seeing VI, needs improvement.	04/02/03	Explained him, next time he get VI's number and inform us what VI number so we will info to someone
04/04/03	"I could not use VRS by going to USAVRS.com. I got a blank page. I had to use the Yahoo search to find VRS."	04/04/03	Passed on to technical support, to find out why a blank page was brought up
04/04/03	Was concerned about VI. The background is in poor taste and video quality was bad.	04/04/03	Passed on to VIM of location for lighting and camera tests.
04/06/03	VCO call processed according to procedure. VCO caller (wife) asked VI to interpret (sign) both video and audio conversation because her husband (deaf) was in same room and wanted to see what his wife (VCO caller) saying. VI contacted AIC, and AIC explained to both this was not appropriate use of VRS. The call continued and concluded successfully.	04/06/03	The husband (deaf) requested to speak with AIC, explained that previous calls had been interpreted, VCO caller's conversation to audio by other VI's. Not upset, but wants clarification on policy, follow up by contacting him. QA staff tried to get hold of him three times, no answer.
04/07/03	VI handled call according to procedures. VI informed video caller that his image was unclear. Video caller insisted that he could see VI clearly and that the problem was not with his equipment, but VRS. Video caller demanded that VRS be informed that their equipment are not functioning properly.	04/07/03	VI thanked the video caller for his observation, and that his feedback would be documented. Passed on to technical support to insure our quality is the best, can't control quality sent by the customer to VRS.
04/08/03	Complaint, he used VCO to contact his son but VI told him that unable allowed to process a call like this and disconnected after customer talked with son a minute later	04/08/03	Supervisor sent email to customer apologizing that the VI refused the call, saying that person made a mistake and should have processed the call normally.
04/10/03	Said that he has trouble usavrs that very slow to be processing next webcam after click on dial also it was reboot by itself sometime and said that his friends have trouble too since 2 weeks, same thing as he has.	04/10/03	Referred to VRS support and a fix was made.
04/13/03	Customer complained that Vi would not process her calls. Was upset with two different VI's.	04/14/03	Video quality was very poor the VI could not process the call. Both VI numbers that the consumer gave were VI's that were not working that night.
04/14/03	Said that hard to see 4 different VI's. First VI wears green shirt with black background. Other three VI's have video blur and sometime frozen.	04/14/03	Passed on to all VIM's at the listed locations for lighting and camera tests.
04/14/03	Expressed concerns about two VRS agents. Both interpreters are unprofessional. They do not explain the roles of VRS when they make the first call contact. Also discussed a few things about VCON.	04/14/03	Passed on to VIM for the VI's listed above.

04/14/03	Called to inform us that VRS agent's video is blurry. The background is black.	04/14/03	Lighting and camera were replaced.
04/15/03	Customer said that they had been waiting for Spanish VI so long. Where can they find IP.	04/15/03	Explained to him that we do not have many Spanish VI but we are looking to find more VI. I also explained where to find IP.
04/16/03	Consumer said the VI had a hard time catching her fingerspelling during the call.	04/16/03	The VIM took the complaint and told the consumer that we would document this and thanked her for her feedback. Passed on to VIM for follow-up with VI.
04/16/03	Customer explained that VI has glare of overhead light and would like to inform to make change.	04/16/03	Lighting and camera were replaced.
04/17/03	Complained direct to VI about repetitions on "tell him" syndromes from outbound hearing caller. Asked VI to bring in VRS supervisor.	04/17/03	Supervisor came into VI's station and clarified about the VI's role. Wanted VI's to eliminate the "tell him" repetitive coming from the OUTBOUND caller. It is inbound video callers responsibility to clarify OUTBOUND hearing caller. Caller understood and the normal conversation went ahead.
04/21/03	Received email enclosing an image of the VI. Said the background is inappropriate and the lighting is bad.	04/21/03	Sent email advising user this matter is being reviewed for corrections.
04/22/03	Complaining that having trouble with interpreter and doesn't want to ask for VI and wish to have it added on some way to know the VI for future reference.	04/22/03	Issue was brought up to VRS support and VRS customer care. Explanation of resolution is under process.
04/24/03	Received email enclosing an image of the VI. Said poor color.	04/24/03	Sent email advising user this matter is being reviewed for corrections.
04/25/03	Wants to see change in interpreters standard stance. Unable to get VI attention when in 'ringing' or 'pause' stance.	04/25/03	Passed on to operation and training for follow-up. Stressed to all the importance of watching for caller instructions.
04/25/03	Complaint about glare light on interpreter	04/25/03	Lighting and camera were replaced.
04/28/03	Said VI was orange. Thus poor atmosphere and lighting.	04/28/03	Lighting and camera were replaced.
04/29/03	Caller was placing a call to Columbia. His calling card was invalid (had run out of minutes). He was unhappy that there were 2 interpreters providing Spanish interpreting services. He wanted us to call Columbia anyway because he felt that it was a waste of his minutes going through two interpreters and he felt we should have paid for the call.	04/29/03	VI explained that she could not process a call to Columbia without the calling card and gave him the number to customer service. Passed on to operations to see if worth having the additional Spanish offering
04/30/03	User was not comfortable with two person (one is VI and the other is Spanish translator) in the video when they were in use.	04/30/03	Our attempt at expanding the Spanish services is limited, due to the number of Spanish speaking interpreters.
04/30/03	Dial pad does not allow pass codes to be entered through the VRS system. This is a recurring issue with Sprint conference calls.	04/30/03	Passed on to technical support for resolution of this ongoing issue.

May 2003

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/01/03	Customer complained about a 10 minute wait.	05/01/03	Apologized to the customer and explained there was a busy high call volume.
05/01/03	Customer unsuccessful in getting a hold of a Spanish interpreter.	05/01/03	Explained that due to limited Spanish interpreter availability the hours are Tues 1-9 and Thurs 9-5.
05/01/03	Caller requested a supervisor upon connection to the center. Caller was very upset she could not access Spanish services for more than 2 hours. Caller would like to have Spanish services 7 days a week and prefers trilingual interpreters instead of a spoken Spanish translator and a signing interpreter both. Caller feels more comfortable with one interpreter instead of 2. The caller would like a response via email.	05/01/03	Explained to caller I would be happy to take the information and submit it and that she would get a response to her email address. Customer service to follow up with customer. The expansion of Spanish to five day shifts started June 1st. The number of interpreters with the trilingual skills are limited.
05/01/03	Video blurry. White box popping up throughout call saying 'in call' very annoying and bothering me	05/01/03	Explained to caller that I would forward the information to the proper people. Passed on to VIM for follow-up with VI
05/01/03	VRS system does not allow entering of Sprint conference call PIN numbers	05/01/03	Passed to technical support for resolution of this ongoing item
05/02/03	User dose not like VI's way of asking 'are you ready to make a call?'. Also dislikes another VI because she is very rude, and very argumentative.	05/02/03	Passed on to VIM for follow up with VI
05/05/03	Said some VI's were not good interpreters or did not wear the correct color shirts for signing. Also unable to enter with their login.	05/05/03	Explained for him to make sure to get the VI's # as well as the time and date so we can refer it. He was using the wrong user name and I gave him the correct one.
05/05/03	Concerned about not being able to make VCO calls like before (operator unable to hear caller with their microphone, faulty equip? asked for VI number, unknown), dark skin VI unable to read finger spelling with dark background, unable to view all of chat screen, unable to use address book (thought earlier version was better).	05/05/03	Feedback was appreciated. Will inform management of concerns. Explain how we encourage VCO users to make calls.
05/06/03	Said that he is unable to open phone book but did login	05/06/03	Contacted customer back and explained about using F11 key to enlarge the website. Customer was satisfied.
05/06/03	Established video - ophonex. Few seconds later disconnected. Video quality horrible.	05/06/03	Steps on adjusting of phone settings were reviewed by both customer service and VRS support. Revision of steps was made.
05/07/03	Said that VI wasn't good interpreter because she missed some to hear answer machine record/	05/07/03	Passed on to VIM for follow up with VI

05/07/03	Called to inform us that there is an error on orvrs.com. The hours for customer service are incorrect. Should be 6am to 6pm. Also suggested that the 'asking to join' button should be posted on FAQ.	05/07/03	Referred to VRS support and fixes were made immediately.
05/07/03	Received email enclosing an image of the VI. Said the lighting is inappropriate and also said this VI did a poor job.	05/07/03	Lighting and cameras were replaced
05/08/03	Caller stated 'information on website regarding VCO calls is confusing. What is the difference between phone and call back number?' The descriptions are confusing.	05/08/03	VI told caller that she would pass this information along. Passed on to operations team for review of info on website.
05/08/03	Poor video quality from VI to caller. He said 'looks like a puzzle'.	05/08/03	VI told consumer that she would forward this to customer service. They were not available at the time of the call. Follow-up with this customer was made by customer service and assistance was provided to improve video quality. Customer was happy.
05/08/03	On 5/7, customer said that the hearing friend he had called had trouble hearing the VI (possible technical problem with audio). He said the VI's voice would be normal then too quiet to hear then normal again. Back and forth. Consumer did not record VI's number	05/08/03	VI listened to customer's concern and told him it would be written up and forwarded to appropriate place. Passed on to technical support for possible audio issue.
05/08/03	Customer has blurring with VRS	05/08/03	Referred to VRS support and correction was made. Customer was satisfied.
05/08/03	Said that VI is poor interpreter, she asked him repeat and repeat what he said	05/08/03	Passed on to VIM for follow up with VI
05/08/03	Was concerned about our video quality	05/08/03	Referred to VRS support and improvement on video quality was made.
05/09/03	Fuzzy picture	05/09/03	Referred to VRS support for review. Problem is we have no way of contacting customer again
05/09/03	Poor video quality	05/09/03	Referred to VRS support to be investigated and resolution was made.
05/09/03	Poor video quality on our end.	05/09/03	Suggested they check with their DSL provider and customer was satisfied.
05/09/03	User does not like our new website. The chat box should be displayed on the left side of the website. He hates popup ads when he visits our website.	05/09/03	Brought website issues to VRS support's attention. Modifications will be made in the next website revision
05/10/03	Concern that VI did not keep a neutral expression but showed frustration with computer menu system. Consumer complained about al IVI's weakness with fingerspelling and numbers. Complained that CSD uses NAD 3 level interpreters	05/10/03	Passed on to operations. VRS uses NAD 4 and above or RID CI/CT

05/12/03	Consumer had to wait 10 minutes to be connected.	05/12/03	VI thanked customer for taking the time to make a complaint and said it would be passed on. Without the time of day it will be difficult to look at staffing level. Look at the schedule in general to insure enough time.
05/13/03	Inquired why they were unable to access USAVRS between 3:30p and 4:15p.	05/13/03	Informed customer that USAVRS experienced a lapse but is now up and running.
05/13/03	Waited for Spanish interpreter for over an hour. Asked if USAVRS could increase number of Spanish interpreters.	05/13/03	Informed the customer that all the Spanish interpreters are busy and to keep trying to reach them. Informed them their feedback was noted and given to mgr.
05/13/03	Customer complained that interpreter was rude and was an enabler with conversation	05/13/03	Without Vi number it is difficult for follow up. Discussed with all VIM's about the image of VI's to some callers.
05/13/03	User said that some VRS agents do not know how to assist HCO users	05/13/03	Passed on to trainer for further instructions on HCO.
05/14/03	Deaf Blind customer said "bigger video" does not work.	05/14/03	After testing it was found to be working.
05/14/03	I have had calls to me through usavrs. Three times from May 12 to 14. I have had the same interpreter all three times. Interpreter did not announce service clearly. Was abrupt to the point of rudeness. I felt that the VI did not convey message in the manner shown by the deaf caller.	05/14/03	Passed on to VIM for follow up with VI
05/14/03	User said VRS agent has incorrect color image. Too orange	05/14/03	Lighting and cameras were replaced
05/15/03	Request transfer to Spanish Interpreter	05/15/03	Customer now knows the schedule for Spanish interpreting
05/16/03	Customer provided feedback about the website, mentioned that the chat box was too small to use effectively. Wants to see the text before it is scrolled.	05/16/03	Referred to VRS support for modifications to be made in new version.
05/19/03	VRS VI has inappropriate background. Also said a black interpreter wears inappropriate clothing.	05/19/03	Replaced lighting and camera at VI's station
05/20/03	Caller complained that the VI was fingerspelling and signing too fast and that her clothes were too bright in the sun.	05/20/03	Floater took down his complaint and said that she would pass this along. Passed on to VIM for follow up test calls to the center
05/20/03	Customer wanted to report that VI's face is yellow, making it hard to see the VI clearly	05/20/03	Replaced camera at VI's station
05/20/03	Caller does not like two people interpreting Spanish calls. Prefers one direct trilingual Spanish interpreter	05/20/03	Due to limited number of interpreters with this skill set, this is the alternative method

05/21/03	Co-worker attempted to contact him thru i ISDN form pots, VI apparently tried dialing ISDN number thru IP.	05/21/03	Informed ISDN caller that we would need VI# in order to address training issues. Apologized for their frustrating experience. Took the opportunity to explain service hrs and the difference between VRS and VRI. Caller would like to be contacted with further info regarding VRI pricing and procedures.
05/22/03	No Spanish VI available? Waited for 10 minutes	05/22/03	Found out Spanish interpreter busy that time. Suggested to customer to try again in a little while.
05/23/03	Said that VI was not good interpreter because she used more finger spelling than ASL.	05/23/03	Passed on to VIM for follow up with VI
05/29/03	Caller contacted customer service for explanation of why a VRI policy was read during his VCO conference call. One of the people in the call was in the same room, the other person on the call was in a different state. Customer service said to look on the website for that information. They also said that they would be in contact with the caller. he could not find any info on the website and after waiting one week, has heard nothing from customer service. Customer wants a reply and a written description of the VRI policy.	05/29/03	Sent email to customer explaining FCC policy about 2 people calling to each other in the same room, and apologized for the confusion.

DOCKET NO. 98-67

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